



6 Mint Cake Mews,
Cross Lane,
Kendal,
Cumbria
LA9 5LB.

Tel: 0845 601 2831
www.solutionsforcomputers.co.uk
VAT No.: 980 9553 77

ADSL Broadband Terms & Conditions

Definitions

We or Us means "Computer Solutions"

You means "the Customer"

Fees means "price"

Code of Practice

We are a reseller of services provided by KCOM plc.

Our Contact Details Are:

Address: Computer Solutions
 6 Mint Cake Mews
 Cross Lane
 Kendal
 Cumbria
 LA9 5LB.

Tel: 0845 601 2831

Website: www.solutionsforcomputers.co.uk

Services Offered

We offer the supply of broadband to you.

Ordering of Services

We will order the broadband connection on your behalf with the details that you provide to us. Any speeds quoted will be estimated and provisional, the actual speed you will receive will depend on a number of factors including, but not limited to, length of copper cable, age of phone line and distance from the exchange.

Terms & Conditions

We agree to provide you with the services for the fees.

To avoid any doubt your line rental to BT or another supplier will still be billed for and payable to them.

We will use all reasonable methods to provide the services to you without interruption and error free.

You acknowledge that our obligation may be carried out on our behalf by a third party. Your bill will be calculated using our records.

You agree to pay the fees as shown.

We will issue invoices electronically as a PDF document to your e-mail address. You must notify us immediately if your e-mail address changes. Invoices shall be deemed as received by you upon sending.

Any request to receive invoices by post instead of electronically will need to be agreed by us first.

You agree that you shall pay an additional charge for each invoice send by post.

We may change our fees at anytime but we aim to give you one months notice where possible of any changes we are making.

We may also change any other charges such as those imposed upon us by third parties including the Cease Charge fee from time to time and will aim to have let you have reasonable notice of any such changes in advanced of those changes being made.

These terms and conditions provide the relevant information required for the Broadband services that we provide. Wherever possible we will provide the most relevant information in our terms and conditions. You are however bound by the full terms and conditions of our suppliers which can be found at <http://www.eclipse.net.uk/legal>

We may update and change our terms and conditions from time to time without notice you can find the latest version on our website.

Faults

You must call us to report a fault.

We are not responsible for faults on equipment unless within the warranty period and supplied by us.

If outside of this or we find there is no fault a call-out charge maybe charged.

Faults may need to be reported to our suppliers for further investigations and additional tests.

We are not responsible for the timeframe or any costs to rectify any faults in this occurrence.

If a BT Engineer is needed to come out to fix the fault then you must make sure you are available for them to do so.

Failure to keep appointments or finding faults with your equipment or not finding a fault on the BT Network may make you liable for charges imposed by BT.

Pricing & Package Details

The price for your package and package details will be shown on your welcome letter.

Paying Bills

We will bill you at the rate set out monthly in advanced for services you receive.

Payment must be made by standing order into our account each month on the anniversary date.

Your anniversary date will be determined by the activation date of your broadband.

Bills will be sent by e-mail in a PDF format unless requested that you do not wish to receive a copy of the bill. Paper copies can be sent by post for an additional charge of £1.00 per invoice.

Moving Address

If you are planning on moving address we will need as much notice as possible.

We may charge you a fee to move your broadband connection to a new address.

Cancelling of Service

If you wish to cancel your service you must give us as much notice as possible.

If the service is not ended you will continue to be billed and remain responsible for the charges.

To cancel within the contract period you may have to pay for the remaining contract length and/or an early termination fee.

All services require a 30 day notice to be cancelled which will become valid from the day after which our suppliers acknowledge the cancellation request.

Switching Providers

If you wish to change to a different provider you will need to request a MAC code from us.

The 30 day cancellation notice begins from when the MAC code request is acknowledged by our suppliers.

If the MAC code is not used before the expiry date, the service will not be cancelled.

Any subsequent requests for a MAC code will be considered as a new request and therefore the 30 day cancellation notice will start again from when the request is acknowledged by our suppliers.

If the service is cancelled altogether or moved to a new provider and the MAC code is not used then a cease charge fee will apply of £30.00 + VAT.